INFOSYS WORKPLACE SUITE - DRIVING EXPERIENCE & RESILIENCE FOR ENTERPRISES
Introduction

Organizations are revisiting their working models in the new normal. Workplace services being the first touchpoint for any employee, play a vital role in employee’s productivity. Enterprises are re-looking at workplace strategies for scalable solutions that provide the best-in-class user experience and can be deployed with new contact-less support models at optimized costs.

Microsoft 365 (M365) cloud services have emerged as the quintessential choice for Digital Workplaces as they empower employees with latest collaboration services, deliver cost effective and secure infrastructure; and bring in resilience towards the evolving business needs. The rapidly evolving hybrid workstyle across industries calls for faster and more wide-spread adoption of cloud technologies. The benefits of adoption are manifold in terms of productivity, profitability, secure and easy collaboration and more. For organizations to enjoy these benefits, certain challenges around enablement, adoption, experience, adherence to governance & compliance policies need to be addressed.

Organizational business needs

**ENABLE**
1. Accelerated Migration with Minimal Disruption
2. Technology Consolidation
3. Comprehensive Proven Rollout Methodology
4. Centralized Progress Tracking and Monitoring
5. Right-fit tools for different organization sizes and types

**OPERATE**
1. Improved IT efficiency
2. Simplified operations
3. Cost Optimization
4. Cognitive and automated ticket resolution

**GOVERN**
1. Improved security posture
2. Managing compliance and governance
3. Managing onboarding, compliance, and the lifecycle consistently
4. Data security with remote anytime anywhere support
Seamless and Accelerated Adoption with Infosys Workplace Suite

Infosys Workplace Suite (IWS) is well equipped with a set of proven tools and accelerators that can deliver holistic business benefits. IWS can be instrumental in enabling faster adoption, greater employee experience, improved efficiencies and maintenance of governance and compliance regulations. IWS is a modular or plug-play solution that can be used in separate modules or as a whole subject to requirement. This integrated framework provides solutions to make M365 management easy by providing better experience, better accessibility and better security.

### Infosys Workplace Suite Capabilities

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* involves additional license cost

### Infosys Workplace Suite features

#### 1. Migration Factory

Infosys with leadership and rich experience in digital transformation, bolstered by strong partner relationships and proven inhouse solutions, is the right ally to help enterprises in their transformation journeys.

Our **IWS Migration Factory** focuses on **lean and hyper automation** to accelerate and **cost-effectively** migrate with the ability to **customize** for each organization's legacy transformation & M&A migration requirements.

Infosys migration factory, employing the **migration best practices** automates migration and seamlessly integrates with 3rd party tools to accelerate the tenant-to-tenant migration process. Automated migration activities with **improved throughput** offers 8-10 times better output than traditional solutions. The Migration Factory solution is highly scalable, and can help migration of multiple workloads and applications from on premises platforms or File Shares to Cloud services like SharePoint Online, OneDrive etc. and migrating applications from one M365 tenant to another M365 tenant, with zero downtime.
2. Dashboards and Reports

IT need quick and comprehensive views into the key statistics and metrics (such as secured scores, license summary etc.) across Microsoft 365 platforms, to ensure informed actions. To facilitate this our dashboards are supported by a report generation engine which generates configured reports at scheduled intervals and enables stakeholders to access them anytime across any device.

- **Platform** - for key statistics about whole Microsoft 365 platform
- **License** - provides insights about license used and insights for admin to effectively use licenses and optimize operational costs.
- **Compliance** - gives high level view of how clients are following governance policies and identify any deviation in each M365 workloads
- **Monitoring** - monitors the M365 platform and creates actionable insights through user experience and service monitoring.

This report generation engine helps in picking up the usage activity trends of Microsoft 365 services (like SharePoint, Teams, OneDrive, Exchange, VDI) and aligning them to organizational entities (like departments, locations) to derive more meaningful insights.

Infosys Workplace Suite (IWS) comes with 100+ pre-built charts and reports.

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<th>Benefit</th>
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<td>Improved monitoring with unified dashboard.</td>
<td>2X Improved User Satisfaction</td>
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**Benefits**

- **Effort Reduction** 75% reduction in Manual Effort
- **Faster Migration Throughput** 30% increase in migration throughput
- **Cost Reduction through Hyper Automation** Approximately 30% reduction in assessment, planning and migration cost
- **Enhanced User Adoption** 40% effort reduction in adoption and communication through Adoption Chat-bots and multiple channels.
3. Service Request Automation

IWS provides an automation solution that can cater to service requests spanning across various services of Microsoft 365 (SharePoint Online, Exchange Online, One Drive, Teams, VDI, etc.). This framework powered by flexible integration solutions makes it possible to capture requests coming from multiple sources like ticketing tools, self-service apps, Teams conversations, Chat-Bots etc. and continuously tracks the status of these requests. During deployment, the automation solution is seamlessly integrated with the organization’s ticketing tools without impacting the existing processes defined for approvals and change management.

This solution comes pre-built with 80+ Microsoft 365 automation use cases for a quick start. The simple UI based configuration helps in integrating any existing or new automations as per organizational needs.

Benefits

- Service request automation with zero manual interventions
- 33% Ticket Automation
- Flexible integration with organization’s ticketing system
- Pre-built office 365 automation use case for quick start
- 20% Cost Take-Out

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4. Governance Solution

IWS offers a focused solution for governance solution that provides a self-service portal for users to manage lifecycle of Microsoft 365 resources (SharePoint sites, Teams, mailboxes etc.); and empowers administrators to apply organization specific custom governance rules and policies and best practices on these resources. The scheduled governance rules engine validates the configured rules and generates alerts in case of violations. It also helps in enforcing various life cycle processes like onboarding, re-certification, and retentions for all Microsoft 365 services in a uniform manner.

**Life Cycle Management**

Provide Automated Self-Service portal for users to Create and Manage Office 365 resources (Like SharePoint Sites, Teams, Mailboxes etc.) as per organization best practices.

**Governance Policies & Alerts**

The tool helps Office 365 tenant administrators to apply custom governance rules; monitor the rule violations and take actions for remediation's.

**Dashboard & Reports**

Provides Dashes & Reports for both Users and Administrators, on usage and governance of Office 365 tenant.

**Benefits**

- Self-Service portal to manage office 365 resource life-Cycle
- Configurable organization specific Governance Rules and Policies
- Actionable Alerts center to review and rectify rules violations
- 2X Enhanced Experience
- 30%-40% Improved Process Compliance
5. Self-Service Bot
IWS provides a conversational AI-based interface to enable knowledge-sharing and self-service capabilities, which enables users to interact with Chat-Bots from the realm of Microsoft 365 services (Teams or web app in SharePoint site).
With this solution, users can engage in interactive queries and search knowledge repositories for information. The Chat-Bot solution also features request management capabilities, to capture issues and requests. These requests can be further processed by the Service Request Automation solution, without any manual interventions.

Benefits
- Conversational Bot Using Azure AI services
- Provides FAQ from multiple Knowledge repositories
- Enable Self Service with Service request automation
- Improved User Experience
- Reduced Cost

6. Digital Experience Monitoring
Anytime a performance or service delivery issue arises, the impact on productivity and profitability is material. To deliver a productive and profitable Microsoft 365 experience, it is critical for enterprises to proactively understand the end-to-end service quality.
IWS offers a framework to monitor the M365 platform and creates actionable insight through user experience and service monitoring. It also come pre-built with set of 50+ common monitoring use cases. Following is a list of top pre-built scenarios.

Benefits
- Improved performance and ROI for Microsoft 365 services
- 2X Increase end user satisfaction and adoption
- 24/7 Digital Experience Monitoring using Robots
7. Desired State Configuration

Microsoft 365, while offering a plethora of capabilities, currently does not offer any out-of-box capability for change management. The sheer number of configuration options available is staggering when administrator considers each workload on offer. As a result, making changes to any configuration item in Microsoft 365 can be very difficult to test and quite onerous to track and revert.

IWS provides a comprehensive solution for making M365 tenant configuration management simple and stable. M365 Desired State Configuration tool implements configuration as code and continuously monitor and protect M365 tenant and the various workload configurations.

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**Benefits**

- Change Management & Approval automation efforts reduced by **25%**.
- Threat reduction with Automated Configuration Monitoring and the drift resolution
- M365 tenant operation cost reduced by **15%**

Infosys Workplace Suite with its modular, plug-play services, provides a comprehensive set of solutions to help businesses effectively adopt, operate, and govern their digital workplace platforms and drive value from their workplaces faster.

For more information, contact askus@infosys.com